Job description for the position of

OUTREACH CASE MANAGER

PRINCIPAL ACCOUNTABILITIES + POSITION SUMMARY

Case Managers are the bridge that connects domestic violence survivors with services in shelter that position survivors to achieve safety, self-sufficiency, and whole person healing.

Newhouse serves a diverse population, and Case Managers must tailor solutions to meet the psychosocial, physical, cultural, and language needs of our clients. Case Managers must have strong advocacy skills and excellent knowledge of community resources and the local housing market. Developing and implementing individualized support plans, providing life-skills training and support, networking with community agencies and landlords, documenting services provided and creating a safe, structured, and supportive environment for survivors in non-residential services are essential functions of the role.

A qualified applicant will be able to model extraordinary advocacy skills in the following areas: crisis intervention, trauma-informed care, problem-solving, answering the crisis calls, providing resource referrals, completing needs assessments, supplying basic needs, safety planning, de-escalating individuals who may become triggered, providing emotional support, and coordinating and monitoring self-directed caseloads within a multi-disciplinary team.

Case Managers must have the flexibility to travel with/to clients to coordinate or accompany clients to appointments or other community resources. For all clients served, our goal is to help clients feel more in control of their lives and reduce the barriers that feed the cycle of abuse and lead to houselessness.

Case Managers are expected to deliver a minimum of 20 hours of direct service to clients weekly.

SCHEDULE + BENEFITS

This is a full-time, hourly position starting at $23/hr and reporting to the Vice President of Community Outreach Services. Scheduled workdays will be Monday- Friday or Tuesday – Saturday. General work hours are 8am- 5pm or 9am-6pm, however, flexibility is required to meet the needs of our clients, which may include evening or weekend hours occasionally.

Employees are eligible to receive 100% employer paid health and dental benefits. Voluntary vision benefits are available. 401(k) with a 4% match is available for all staff, following a 90-day qualifying period. EAP (Employee Assistance Program) and a generous PTO package are also provided.

EXPERIENCE, ABILITIES + QUALIFICATIONS

- Cultural responsiveness and excellent interpersonal, communication, decision-making, and assessment skills. Actions, words, and behaviors are aligned and delivered in a trauma informed way.
- Demonstrated problem solving, conflict mediation, and crisis management skills.
- Ability to set appropriate boundaries, be adaptable and flexible, and maintain calm demeanor in a fast-paced, high-stress setting/situation.
- Knowledge and understanding of domestic violence and power and control behaviors, along with empathy and concern for adults and children coming from abusive situations.
- Highly motivated, resourceful, flexible, and possesses a positive attitude.
- Acts as a team player and maintains good working relationships with clients, employees, and staff from other departments.
- Ability to effectively organize and prioritize tasks, details, and assignments to meet deadlines.
- Proven history of self-directed work with limited supervision to improve processes, client experience, and overall client operations.
- Must possess executive maturity, sound judgment, professionalism, and the ability to ask for help when needed.
- Demonstration of integrity, honesty, and high ethical standards. Maintains confidentiality.
- Alignment and adherence to the Newhouse mission, vision, values, and organizational culture.
- Follows the employee handbook, direct services guidebook and uses outreach guidebook as a framework for expectations and engagement with clients.
- Knowledge and practice of non-violent methods for regulation and behavior correction.
- Willingness to explore community resources that are available to support clients.
- Computer literacy, including MS Office, and the ability to use basic computer programs to enter accurate and timely information into shelter database.
- Solution-focused attitude and practices.
- Must have reliable, independent transportation for frequent home visits and between sites.

EDUCATION

- Bachelor's Degree in human services, or a related field preferred.
- Other degrees along with experience may be accepted in lieu of a human service-related degree, or an equivalent combination of education, experience, and training that provides the required knowledge, skills, and abilities.

KEY SUCCESS MEASURES

Flexibility + Adaptability	Is open to new ways of working, ideas and processes. Adapts quickly and effectively to new environments, people, and responsibilities. Readily adapts to stressful situations and factors outside of their control.
Team Building	Communicates the vision and objectives through behaviors and actions. Encourages and supports individuals through change. Fosters an environment that encourages sharing ideas and accomplishing goals as a team.
Boundaries + Self	Models appropriate boundaries with clients, staff, and visitors. Maintains

Care	appropriate work and personal life boundaries; actively practices self-care and seeks assistance when feeling overwhelmed.
Communication (Verbal + Written)	Expresses views constructively in a fluent, clear, logical manner, with enthusiasm and confidence. Communicates openly and honestly and promotes an exchange of ideas. Is an effective listener – listens openly without interrupting. Shows tact, courtesy, and diplomacy in dealing with others. Delivers information effectively in a variety of formats. Is succinct in communication, recognizing time is a valuable resource for all.
Documentation	Exhibits a clear understanding of the importance of documentation. Is able to efficiently navigate the organization's database and completes documentation in a timely manner.
Relationship Management	Uses appropriate interpersonal communication methods to work effectively with peers, residents, and community organizations to meet mutual goals and objectives; builds networks to obtain cooperation. Understands that the environment at Newhouse is one of trauma healing and recovery and interactions with our residents need to be handled sensitively and with a Trauma Informed Care lens.
Decision Making + Problem Solving	Obtains information and identifies key issues relevant to short-term and long-term goals. Actively plans, leads, and develops with others for the success of the program. Diligently thinks through problems and can select appropriate alternative courses of action to create a solution.
Stress Tolerance	Is even-tempered and keeps control of their emotions and behavior, even in high- pressure situations. Maintains a positive attitude despite stress and frustration. Works effectively under pressure and approaching deadlines. Has a calming influence on others in stressful situations.
Financial Management	Demonstrates an understanding of fiscal responsibility and the impact of budget performance on the operation. Monitors spending and tracks expenses appropriately against the budget.
Confidentiality	Properly maintains the privacy of all clients' personal information and readily adapts to new procedures to ensure confidentiality is achieved.
Functional Expertise	Has the functional competence (skills & knowledge) to be effective in their job. Keeps up to date with ongoing learning/studying. Actively seeks assignments and other on-the-job opportunities to improve self. Shares competence willingly with others.

WORK CONDITIONS

Physical requirements are those present in normal office environment conditions. Employee is required to sit at a desk and work at a computer for long periods of time. This position requires walking, sitting, standing, and climbing stairs. Operational flexibility is required to meet sudden and unpredictable needs. However, additional functions may be required to meet the needs of our clients. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the essential functions of this job, the employee is frequently required to lift and carry 20 lbs., climb stairs. Our client base is from varying backgrounds, physical and mental health conditions, and staff must be able to maintain composure in stressful situations.

AT WILL EMPLOYMENT

There is no minimum period of employment guaranteed or implied by acceptance of an employment offer. It is the policy of Newhouse that employment is at will, which means that employment is for no specific term and that employment may be terminated by the employee or Newhouse at any time without cause.

EQUAL OPPORTUNITY + AFFIRMATIVE ACTION EMPLOYER

Newhouse is an equal opportunity and affirmative action employer. We celebrate diversity and know that in serving a diverse population and employing a diverse team, we position our organization and community to thrive. We promote diversity of thought, culture and background and are committed to a work environment that gives voice to, supports, inspires, and respects all individuals.

Employment at Newhouse is solely based on a person's aptitude, qualifications, and professional competence. We do not discriminate on the basis of race, color, ancestry, national origin, religion or religious creed, mental or physical disability, medical condition, genetic information, sex (including pregnancy, childbirth, and related medical conditions), sexual orientation, gender identity, gender expression, age, marital status, military or veteran status, citizenship, or other characteristics protected by state or federal law or local ordinance.

TO APPLY

Please submit a resume and cover letter outreach@newhousekc.org
Please put "Outreach Case Manager" in the subject line of your email.

Note: This position description is not intended to be all-inclusive. You may be required to perform other related duties within your skill set as negotiated and/or directed to meet the ongoing needs of your department and the organization.

I have read and understood the duties and expectations as described in this position description.

Employee Name _____ Date _____